

THE NEW JERSEY STATE BOARD OF MORTUARY SCIENCE
124 HALSEY STREET, NEWARK NJ, 07101
HUDSON ROOM, 6th FLOOR
9:30 A.M., TUESDAY, JANUARY 6, 2015
<http://www.state.nj.us/lps/ca/nonmed.htm#mort7>

OPEN SESSION MEETING AGENDA

1) OPEN STATEMENT

2) ROLL CALL

James J. Marrocco, President
Thomas M. Keiser, Jr., Secretary
Charles F. Bechtold
Thomas E. Day
Garrett C. Jones
Curtis S. Macysyn (Public Member)
Bayode Olabisi (Public Member)
Anthony J. Papavero Jr.
John Radzieta Sr.
Lloyd Wimberg

3) APPROVAL OF MINUTES

A) December 2, 2014

4) EXECUTIVE DIRECTOR'S REPORT

A) Total number of complaints received in December: 6 Total for 2014: 51

B) Next Board meeting: Tuesday, February 3, 2015, Hudson Room, 6th floor.

C) The jurisprudence examination is scheduled for February 20, 2015.

D) 27 Wall certificate was issued to candidates who were licensed from November 25, 2013 to October 17, 2014.

E) Regulation Analyst, Rachel Glasgow, is scheduled to arrive at 9:30 a.m. for the open Discussion of P.L. 2013, chapter 182.

5) **INTERN REGISTRATIONS**

- A) Jessica Kondak, Maxwell Funeral Home
- B) Tionne Polite, Cotton Funeral Service

6) **NEW LICENSEES**

- A) Joseph C. DePasquale Licensed by Application
- B) Elizabeth Perry-Moore Tisdale Licensed by Application

Licensed by Application for 2014: 27

Licensed by Credentials for 2014: 2

7) **NEW INSTALLATIONS**

- A) Lacey Memorial Home, Forked River, Mgr., Jessica Quackenbush
- B) Bergen Jewish Chapel, Oradell, Mgr., Christy Ann Bozarian

8) **CONTINUING EDUCATION**

(Approved courses are found on the state website www.njconsumeraffairs.gov/mort under the licensee tab)

A) C.O.E. Continuing Education: Mrs. Richardson
(Additional information provided to Chairman Bechtold only)

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| 1) OSHA Compliance & Ethics Standards For Funeral.....(home study) | 3hrs |
| 2) Psychological Aspects of Death and Dying (home study) | 3hrs |
| 3) Psychosocial Aspect of Grief (home study) | 4hrs |
| 4) Bereavement Aftercare and the Death Care Professional (home study) | 5hrs |
| 5) Grief Counseling (home study) | 6hrs |
| 6) Modern Embalming Procedures and Religious Traditions (home study) | 6hrs |

B) National Funeral Director Association: Kathleen Walczak

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| 1) The Removal: Professional Solutions for.....(1/22/15) | 1hr |
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C) National Funeral Director Association: Kathleen Walczak

(Additional information provided to Chairman Bechtold only)

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| 1) Communicable Disease: Safeguarding The Funeral.....(online) | 2hrs |
| 2) Communicable Disease: What Every Funeral Home Must.... (online) | 8hrs |
| 3) Conflict Management For Funeral Directors:.....(online) | 4hrs |
| 4) Deathcare Marketing: 25 FAQs (online) | 6hrs |
| 5) Embalming Perspectives and Paradigms (online) | 6hrs |
| 6) Embalming Risk Management (online) | 2hrs |
| 7) Embalming The Obese Case (online) | 3hrs |
| 8) Five Ways to Improve Prep Room Ventilation.....(online) | 2hrs |
| 9) Funeral Service Ethics (online) | 2hrs |
| 10) Marketing A Funeral Home for Long-Term.... (online) | 3hrs |
| 11) Offering Funeral Package In Compliance....(online) | 2hrs |
| 12) Personnel Management In Funeral Service (online) | 4hrs |
| 13) Professional Ethics In Funeral Service: NFDA's.....(online) | 1hr |
| 14) Serving Hispanic Families (online) | 4hrs |
| 15) The Funeral: A Chance to Touch, A Chance to Serve.....(online) | 4hrs |
| 16) Understanding A Child's Grief (online) | 3hrs |
| 17) Understanding and Creating Exceptional Funeral.... (online) | 3hrs |
| 18) Understanding and Managing Grief (online) | 6hrs |
| 19) Understanding Preneed (online) | 4hrs |
| 20) Understanding The Practice of the FTC Funeral Rule (online) | 3hrs |
| 21) What Matters Most: Heart's Desire In Life and Death (online) | 6hrs |
| 22) What To Do When Families Say "No Religion, Please" (online) | 2hrs |

D) The Dodge Institute for Advanced Mortuary Studies: Sally Belanger

(Additional information provided to Chairman Bechtold only)

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| 1) Embalming- The Challenges & The Rewards (2/8/15) | 9hrs |
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E) Education Workers Group: Barbara Cardone

(Additional information provided to Chairman Bechtold only)

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| 1) Burial With Military Honors (funeralcontinuingeducation.com) | 3hrs |
| 2) Complying With The FTC Funeral.....(funeralcontinuingeducation.com) | 2hrs |
| 3) Ethics, Attitude and Customer....(funeralcontinuingeducation.com) | 3hrs |
| 4) Funeral Products and The....(funeralcontinuingeducation.com) | 2hrs |
| 5) Funeral Ethics And Best Practices (funeralcontinuingeducation.com) | 3hrs |
| 6) Helping Parents Cope With.....(funeralcontinuingeducation.com) | 1hr |
| 7) Limiting Exposure to HIV/AIDS (funeralcontinuingeducation.com) | 1hr |
| 8) Understanding Modern Funeral.....(funeralcontinuingeducation.com) | 1hr |
| 9) OSHA Compliance for..(funeralcontinuingeducation.com) | 2hrs |
| 10) Perinatal Bereavement....(funeralcontinuingeducation.com) | 2hrs |
| 11) Restorative Art and Modern....(funeralcontinuingeducation.com) | 3hrs |
| 12) The Sociology of Death (funeralcontinuingeducation.com) | 2hrs |
| 13) Understanding Hospice &.....(funeralcontinuingeducation.com) | 1hr |
| 14) Upselling Without Upsetting (funeralcontinuingeducation.com) | 1hr |
| 15) When Children Die: Guidance....(funeralcontinuingeducation.com) | 1hr |
| 16) Working With The Cemetery (funeralcontinuingeducation.com) | 2hrs |
| 17) Helping Parent's Help Children.....(funeralcontinuingeducation.com) | 1hr |

F) National Funeral Director Association: Kathleen Walczak

(Additional information provided to Chairman Bechtold only)

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| 1) Managing Change Positively (2/4/15) | 1hr |
| 2) Remaining Profitable as Cremation Rates Soar (2/4/15) | 1hr |
| 3) Pricing Is Not about Price: How To Price & Package...(2/4/15) | 1.5hrs |
| 4) Innovative Ways To Connect with Cremation.....(2/4/15) | 1.5hrs |
| 5) Interactive, Moderated Round Table Discussions (2/4/15) | 1hr |
| 6) Meeting The Cremation and Funeral Needs....(2/4/15) | 1hr |
| 7) Hiring for Greatness (2/4/15) | 1hr |
| 8) Online Engagement: Tech Term & Tool.....(2/4/15) | 1hr |
| 9) Cremation Liability Forum (2/4/15) | 1hr |

G) National Funeral Director Association: Kathleen Walczak

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| 1) Safeguarding Your Business from Cremation Liability (1/8/15) | 1hr |
| 2) NFDA Certified Crematory Operator Program... (1/31/15) | 7hrs |
| 3) Getting to the Heart of Customer Satisfaction (2/12/15) | 1.5hrs |

H) Matthew International: Peter Buck

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| 1) 10 Arrangement Steps Essentials For Families.....(various) | 1hr |
| 2) Moving From Grieving To Remembrance (various) | 1hr |
| 3) The Beauty, Characteristics and Value of Enduring.....(various) | 1hr |
| 4) The Beauty, Characteristics and Value of American.....(various) | 1hr |

I) American Academy McAllister Institute of Funeral Service: Brian Kasler

(Additional information provided to Chairman Bechtold only)

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| 1) OSHA Annual Compliance Guidance.....(4/25/15) | 2hrs |
| 3) "The Art of Saying No Nicely: Ethical Dilemmas" (4/25/15) | 2hrs |
| 4) "Funeral Home Dress and Etiquette" (4/25/15) | 2hrs |
| 5) Cremation Arrangements and Procedures.....(4/25/15) | 2hrs |
| 6) Intellectual Property Considerations for Small.....(4/25/15) | 1hr |
| 7) Estate Settlement-Who Plans The Funeral (and Pays)? (4/25/15) | 1hr |
| 8) "Developing Your Integrated Market Strategy:....."(4/25/15) | 1hr |
| 9) "Developing Your Social Media Plan:....."(4/25/15) | 2hrs |
| 10) "Developing Your Website Strategy: How...." (4/25/15) | 1hr |
| 11) "Developing Your Website Strategy: Website Must...."(4/25/15) | 1hr |

J) International Order of the Golden Rule: Jessica Smith

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| 1) Making Aftercare Work for You: Strategic Steps.....(2/19/15) | 1hr |
| 2) Customization-Unlimited Choices For Families (7/9/15) | 1hr |
| 3) Beyond The Basics of Facebook Advertising.....(9/24/15) | 1hr |

9) OPEN DISCIPLINARY MATTERS

A) Robert Knott, Manager of Knott's Colonial Funeral Home, failed to respond to the \$3,500.00 Uniform Penalty Letter for the violation of N.J.A.C.13:36-4.1 (a) (b), that was issued on October 21, 2014 and November 19, 2014. (14-40)

10) ITEMS FOR DISCUSSION

A) Open discussion of P.L. 2013, chapter 182, which is titled Applicability; renewals; reinstatements.

11) EXECUTIVE SESSION - Discuss consumer complaints and/or conduct investigative inquiries. The results of these deliberations will be made known if the Board determines disciplinary or other law enforcement action is necessary. If the Board determines to issue uniform penalty letters, that action will be taken in public session immediately after the executive session

12) ADJOURNMENT